

13. BASIC FUNCTION OF POSITION

Incumbent serves as the Computer Management Assistant for the American Embassy Wellington providing a wide range of hardware, software and other Information Technology (IT) support to 104 plus U.S. direct-hire and Locally Employed Staff (LES). The incumbent, in conjunction with the Computer Management Specialist (CMS), provides IT support services under the International Cooperative Administrative Support Services (ICASS) system. The incumbent reports directly to the CMS on IT duties and other duties as assigned.

14. MAJOR DUTIES AND RESPONSIBILITIES

A. OPERATIONS ANALYSIS (50% of time)

Perform software and hardware troubleshooting; updates and installations as directed by the CMS and Information Management Officer (IMO). This also includes cell phones and blackberry devices plus the next generation of IT hand-held devices. Perform daily administrative tasks as directed by the CMS to maintain users on the Local Area Network (LAN), including establishment of user accounts, assigning user access to necessary software components, and maintaining logs of all LAN procedures. Ensure all users have appropriate access to system resources, and maintains and updates Embassy Wellington's Intranet and SharePoint site as required. Serve as acting Systems Manager during incumbent's absence from post. Provide technical IT and high level MS Office support to ICASS and tenant agency users. Conduct, on an as needed basis, the e-Score inventories to monitor the goods received and sent by post. Responsible for maintaining local equipment inventories.

B. ADMINISTRATIVE AND OTHER DUTIES AS ASSIGNED (20% of time)

Consult with CMS, IMO and Information Management Specialist (IMS) as necessary regarding programming and operational problems. Keep abreast of revisions and determines suitability for post/agency use. Other duties as assigned by CMS or IMO/IMS.

C. TRAINING (10% of time)

Train and instruct users in equipment operation and usage of ADP and Word Processing applications and systems security. Recommend outside training courses if deemed necessary for improved efficiency of operation.

D. SYSTEM ANALYSIS AND DEVELOPMENT (10% of time)

Under the guidance of the CMS, the incumbent ensures maximum connectivity to Department-issued applications such as the Integrated Logistics Management System (ILMS), WebPASS (Post Administrative Software Suite) and e-Services, and adheres to Information Resource Management (IRM) and post-developed programming standards.

E. PROJECT MANAGEMENT AND ADMINISTRATIVE SERVICES (10% of time)

In conjunction with the CMS the incumbent takes on special projects, initiated by IRM and post management, and manages their implementation from technical inception to end-user training. Within the scope of project management and administrative services, the incumbent guarantees

high-quality customer service support to all Embassy personnel by opening, tracking and resolving trouble tickets.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education: Completion of two years full time tertiary studies (or the equivalent hours of study part-time) in Computer Science, Information Systems, or Electrical Engineering (specializing in Computers or Electronics) is required. Microsoft Certified Professional (MCP) certification is required.

b. Prior Work Experience: Three years progressively responsible current computer industry technical experience, including at least two years as an IT support technician, systems analyst or administrator. Must have a strong technical background in computer support, management and/or theory.

c. Post Entry Training: The incumbent will be given on-the job and regional training as appropriate, to become familiar with Department of State policies, guidelines, standards and applications. Introduction to Working in an Embassy (PN113); Ethics for New Locally Employed Staff (PA453) and Cyber Security Awareness Course (PS800).

d. Language Proficiency: Level 3 English (Good working knowledge – both written and spoken) ability is required.

e. Job Knowledge: Must have good and current working knowledge of computer networks and operating systems, in particular the latest Department of State (DOS) approved server, workstation and email platforms, Active Directory, Structured Query Language (SQL) Server, IIS, SharePoint and network architecture. Expert knowledge of Microsoft Office application is required.

f. Skills and Abilities: Must be able to effectively and efficiently plan, and organize work. Must be able to effectively train others in equipment operations. Must have effective skills in determining hardware/software problems and origins. Must be tactful and diplomatic, yet effective in fostering and maintaining good interpersonal relationships. This position contains some physical elements, such as lifting up to 20kg.

16. POSITION ELEMENTS

a. Supervision Received: The Computer Management Specialist has immediate supervisory responsibility for this position and provides technical guidance. Supervision is general on routine matters, closer for unusual or "one-off" assignments. Performance is evaluated on results achieved. Incumbent must be and is expected to function on his/her own with minimum supervision but maximum cooperation with colleagues and supervisory chain of command.

b. Supervision Exercised: None.

c. Available Guidelines: Work related Foreign Affairs Manual (FAM) and Foreign Affairs Handbook (FAH) sections. Documentation, manuals, and instructions provided by Department of State (DOS) and other various technical specifications or diagrams.

d. Exercise of Judgment: Judgment is used in determining nature and extent of any equipment repairs and/or modifications; planning/setting work priorities. Must exercise good judgment in dealings with Mission staff and outside contacts.

e. Authority to Make Commitments: Limited authority to schedule routine work, arrange for repair of computer equipment, and make necessary adjustments to the LAN to permit user productivity.

f. Nature, Level and Purpose of Contacts: Daily contact with Post staff, both direct-hire and local employees at Embassy Wellington and Auckland Consulate General and local IT providers.

g. Time Expected to Reach Full Performance Level: Twelve (12) months.